

ILLINOIS STATE POLICE DIRECTIVE PER-001, PEER SUPPORT PROGRAM

RESCINDS: PER-001, 2022-194, revised 09-26-2022	REVISED: 02-26-2026 2026-012
RELATED DOCUMENTS: EQP-007, OPS-002, PER-030, PER-032, PER-033, PER-059, PER-064, SRV-016	RELATED CALEA STANDARDS (6th Edition): 22.1.4, 22.1.5, 22.1.7, 35.1.9

I. POLICY

The Illinois State Police (ISP), through the Peer Support Program, will make appropriate assistance and support systems available for all employees and their family members.

II. DEFINITIONS

II.A. Abuse/Neglect – as defined in 320 ILCS 20/1, “Adult Protective Services Act.”

II.B. Child Abuse/Neglect – as defined in the 325 ILCS 5/1, “Abused and Neglected Child Reporting Act.”

II.C. Critical Incident – any work-related event with sufficient impact to produce significant physical, cognitive, emotional, and/or behavioral reactions in emergency services personnel at the time of the incident or later having the potential to overwhelm the person’s normal coping skills. These situations include, but are not limited to:

II.C.1. Line-of-duty death

II.C.2. Serious line-of-duty injury

II.C.3. Assault and/or battery/sexual assault

II.C.4. Suicide

II.C.5. Officer-involved shooting/victim of shooting

II.C.6. Officer-involved death/in-custody death

II.C.7. Disarming/siege/hostage

II.C.8. Disappearance/kidnapping

II.C.9. Multi-casualty incident/disaster

II.C.10. Traumatic event involving children

II.C.11. Knowing the victim of an incident

II.C.12. Natural disasters such as floods, earthquakes, and tornadoes

II.C.13. Violent or aggressive attack from the public

II.C.14. Any citizen’s medical emergency (to include unknown medical issue, self-inflicted injury, or apparent drug overdose) ISP personnel encounters in the scope of their duties which results in the citizen’s death or great bodily harm

II.D. Discrimination, Harassment, and Retaliation – as defined in ISP Directive PER-032, “Discrimination and Harassment.”

II.E. Domestic Violence – as defined in 750 ILCS 60/101, “Illinois Domestic Violence Act of 1986.”

II.F. Employee – any individual acting on behalf of the Department, including sworn officers and civilian personnel. Employee includes both retired and currently employed personnel.

- II.G. Family Members – as defined in ISP Directive SRV-016, “Human Services.”
- II.H. Homicidal – anyone possessing the intent to take another’s life. This behavior can be observed through either direct means or implied through written/verbal means.
- II.I. Officer Wellness Section (OWS) – serves as a unit within the Division of the Academy and Training (DAT) responsible for coordinating and supporting all wellness-related programs for both code and sworn employees.
- II.J. OWS Administrative Coordinator – a code or sworn ISP employee who assists the OWS Supervisor with the daily administrative operations of the OWS.
- II.K. OWS Regional Coordinator – a code or sworn ISP employee who assists the OWS Supervisor in coordinating and monitoring the OWS in their respective Region.
- II.L. OWS Supervisor – a code or sworn ISP employee in the DAT OWS assigned to supervise all OWSs throughout the State.
- II.M. Peer Support Advisor (PSA) – an employee who voluntarily provides confidential support and assistance to fellow employees experiencing personal and/or professional problems. This is accomplished primarily through listening, assessing, assisting with problem-solving, making referrals to a professional when necessary and conducting follow-up as needed.
- II.N. Sexual Harassment – as defined in ISP Directive PER-033, “Sexual Harassment.”
- II.O. Suicidal – anyone possessing the intent to take one’s own life. This intent can be observed through either direct means or implied through written/verbal means, and/or through self-destructive behaviors.

III. RESPONSIBILITIES

The DAT/OWS will oversee and supervise the daily operations of the Peer Support Program.

III.A. The OWS Supervisor will:

- III.A.1. Provide administrative direction and guidance to the Peer Support Program.
- III.A.2. Organize and schedule Peer Support personnel meetings annually or as needed in coordination with the OWS Regional Coordinator.
- III.A.3. Review reports submitted by OWS Regional Coordinators for evaluation purposes.
- III.A.4. Receive notification from the Communications Command Center (CCC) for dispatch of a PSA for serious injury/death involving ISP personnel.
- III.A.5. Recommend changes to the Peer Support Program and update policy as necessary.
- III.A.6. Convey items of importance to PSAs in the field.
- III.A.7. Coordinate the training and evaluate the performance of PSAs.
- III.A.8. Coordinate efforts to aid and support the Chaplain Program (see ISP Directive PER-059, “Chaplain Program.”)

III.B. OWS Regional Coordinators will:

- III.B.1. Monitor activities of field PSAs.

- III.B.2. Monitor all emerging critical incidents to identify events that may require follow up from a PSA or critical incident intervention.
- III.B.3. Forward monthly activity reports to the OWS Administrative Coordinator.
- III.B.4. Forward any identified issues and/or recommendations to the OWS Supervisor.
- III.B.5. Recruit and recommend other employees for service as a PSA.
- III.B.6. Coordinate and conduct regional training.
- III.B.7. Provide advice and guidance relative to the program's operation and selection of PSAs.
- III.B.8. Serve as a PSA and perform the duties as such.
- III.B.9. Provide guidance regarding available resources, assist with locating providers covered by insurance, and facilitate introductions to vetted and qualified providers for follow-up treatment.
- III.B.10. Perform other duties as determined by the OWS Supervisor.
- III.C. The OWS Administrative Coordinator will:
 - III.C.1. Receive monthly activity reports from the OWS Regional Coordinators.
 - III.C.2. Assist with the coordination of training.
 - III.C.3. Perform other duties as determined by the OWS Supervisor.
- III.D. The PSA will have:
 - III.D.1. An excellent service record
 - III.D.2. Excellent ethical and moral values with the ability to maintain strict confidentiality
 - III.D.3. A strong desire to help others
 - III.D.4. A sincere appreciation for, and willingness to, work with all people and cultures
 - III.D.5. The ability to be empathetic while maintaining emotional stability
 - III.D.6. The ability to be non-judgmental and non-aggressive
 - III.D.7. The ability to listen to others while keeping personal projections to a minimum
 - III.D.8. The ability accept rejection and show respect to others
 - III.D.9. Successfully completed 24 hours of initial Peer Support Training.
 - III.D.10. Successfully completed six hours of recurring annual refresher Peer Support Training

IV. PROCEDURES

- IV.A. Support for department personnel and their family members in times of need is the primary and paramount responsibility of the Peer Support Program.
- IV.B. The Peer Support Program is meant to be proactive and is designed to reach out to employees and their family members in times of need to offer support, guidance, referral, and any other appropriate assistance.

IV.B.1. PSA Selection Process

- IV.B.1.a. An individual must volunteer for the position and submit a Peer Support Advisor Declaration of Interest with approval from their supervisor.
- IV.B.1.b. Upon completion of the Declaration of Interest, the PSA candidate must provide three reference letters or memoranda completed by the following individuals:

- IV.B.1.b.1) A peer
- IV.B.1.b.2) Their immediate supervisor
- IV.B.1.b.3) Their Commander/Bureau Chief/Lab Director

NOTE: These forms should be completed prior to the PSA Coordinator scheduling an oral interview.

- IV.B.1.c. The applicant will participate in an oral interview.
- IV.B.1.d. The OWS Supervisor will recommend the applicant through the chain-of-command to the Director's Office.
- IV.B.1.e. The OWS Supervisor will request the DII conduct a discipline check to include summary punishment in the last two years, or any suspension of three or more days in the last five years, pursuant to Article 12, Section 3, of the CBA between the ISP and the FOP.
- IV.B.1.f. The Director's Office will have final approval authority of the applicant.
- IV.B.1.g. Upon selection, the new PSA will be required to sign a confidentiality statement.

IV.B.2. Service Assignment

- IV.B.2.a. Peer Support duties will be performed in addition to regular assigned duties of the PSA.
- IV.B.2.b. PSAs will respond to assignments as directed by the OWS, or designee, often with short notice since these assignments can be of a critical nature.
- IV.B.2.c. Requests for Peer Support assignments will be made through the OWS. Every effort will be made to allow the PSA to respond to the needs of department personnel and their family members unless removing the PSA from normal duties presents a greater hardship to their primary assignment.
- IV.B.2.d. PSAs may voluntarily withdraw from participation in the program at any time with immediate notification in writing to the OWS Supervisor.
- IV.B.2.e. PSAs will be removed from participation in the program for:
 - IV.B.2.e.1) Conduct inconsistent with program objectives or position requirements.
 - IV.B.2.e.2) Sexual conduct or inappropriate behavior between the PSA and the person being assisted (during the time the assistance is being provided).
 - IV.B.2.e.3) Receiving a disciplinary suspension of at least three days.

NOTE: The OWS Supervisor will make a discipline check request to the DII every 12 months to ensure the current PSAs still meet the selection criteria.

- IV.B.2.f. The OWS Regional Coordinator will:

- IV.B.2.f.1) Document any voluntary or involuntary failure to respond to a request for service.
- IV.B.2.f.2) Forward the documentation to the OWS Supervisor for review in order to prevent future voluntary or involuntary failure to respond to requests for service.

IV.B.3. Support Resources

- Department resources will be available through the OWS to assist the PSAs.

- IV.B.3.a. PSAs may use available department vehicles or their assigned vehicles to travel to and from peer support-related meetings with other employees. The Department will reimburse travel expenses or training and assignment referrals to a location outside the PSA's current assignment, when approved by the DAT.
- IV.B.3.b. PSAs are authorized to use department facilities to meet with employees. If such facilities are not available or conducive to the meeting, the PSA is authorized to use other facilities where privacy can be ensured.
- IV.B.3.c. PSAs may consult with employees while the PSAs are on duty with approval of the PSA's immediate supervisor.
 - IV.B.3.c.1) Supervisors should grant such requests unless to do so adversely affects operational needs.
 - IV.B.3.c.2) PSAs will not share employee names or personal identifiers with the supervisor when requested to consult with an employee.

IV.C. Program Services

The program's services are intended to address both service-connected and non-service-connected problems.

IV.C.1. Access and Outreach

- All personnel will be made aware of the services offered as well as the limitations/restrictions of the Peer Support Program through various methods of communication.
- IV.C.1.a. All personnel will be provided access to the Peer Support Program to enable them to make appropriate referrals to a PSA.
- IV.C.1.b. A toll-free number, 1-800-237-7987, has been established for the Peer Support Program that can be used on a 24-hour basis.
- IV.C.1.c. Presentations on the Peer Support Program will be conducted, as requested.
- IV.C.1.d. The OWS will assist PSAs in conducting outreach with employee organizations, professional associations, and other groups, as requested.
- IV.C.1.e. The OWS will monitor traumatic incidents and notify the appropriate PSA when outreach should be initiated.
- IV.C.1.f. The OWS will monitor events and circumstances within their assigned geographic areas and will immediately report all critical incidents (and other circumstances that may warrant more than one-to-one intervention) to the OWS Regional Coordinator.

IV.C.2. Referral Network

- IV.C.2.a. The OWS maintains a statewide manual of support groups and services available in the state of Illinois.
- IV.C.2.b. When necessary, the PSA will act as an advocate for the employee and assist them in obtaining any professional assistance needed.
- IV.C.2.c. PSAs will work with employees to provide options for professional referrals and assist employees with identifying services covered by their insurance provider.

IV.D. Confidentiality

IV.D.1. The PSA's most important responsibility is the promotion of trust, anonymity, and confidentiality for employees who seek assistance from the program.

IV.D.2. Authorized Breach of Confidentiality

All communication between the PSA and the employee and information obtained by a PSA in connection with services to an employee will remain confidential, EXCEPT for the following:

- IV.D.2.a. Information that suggests the employee is suicidal or homicidal
- IV.D.2.b. Any information mandated by law or directive to be reported, including, but not limited to:

- IV.D.2.b.1) Domestic violence
- IV.D.2.b.2) Child abuse/neglect
- IV.D.2.b.3) Elder abuse/neglect
- IV.D.2.b.4) Information related to discrimination, harassment, and retaliation to the extent reporting is required (see ISP Directives PER-032, "Discrimination and Harassment," and PER-033, "Sexual Harassment,")

IV.D.3. Unauthorized Breach of Confidentiality

- IV.D.3.a. The OWS Supervisor will investigate any written complaint from the involved employee of an unauthorized breach of confidentiality.
- IV.D.3.b. If, upon a completed investigation, a breach in confidentiality is found to have occurred by anyone within the OWS, that person will be removed from the program.

IV.D.4. Consultation

- IV.D.4.a. In situations where additional guidance is needed, PSAs, Regional Coordinators, and the OWS Supervisor can consult each other to discuss the best course of action.
- IV.D.4.b. All identifying information will remain confidential, except in cases when the employee being assisted has agreed to the release of information and has signed a Peer Support Advisor Confidential Disclosure Authorization Form, ISP 8-030a.

IV.D.5. Authorized Release of Confidential Information

- IV.D.5.a. If a PSA believes the release of specific information would prove helpful to an employee, the PSA will discuss this with the employee.
- IV.D.5.b. If the employee agrees to the release of information, a Peer Support Advisor Confidential Disclosure Authorization Form, ISP 8-030a, will be completed in detail.
- IV.D.5.c. Only information specified on the Peer Support Advisor Confidential Disclosure Authorization Form, ISP 8-030a, is authorized for release.
 - IV.D.5.c.1) This information will only be released to those persons/entities indicated on the completed Peer Support Advisor Confidential Disclosure Authorization Form, ISP 8-030a.
 - IV.D.5.c.2) Information not specified on the Peer Support Advisor Confidential Disclosure Authorization Form, ISP 8-030a, will remain confidential.

IV.D.6. Peer Support Confidentiality Warning

PSAs will provide the following Confidentiality Warning to any employee requesting PSA assistance:

"It is important you understand that all information shared by you is confidential; EXCEPT for matters which involve any information mandated by law or directive be reported, including, but not limited to, if you or someone else you report is suicidal/homicidal, or if you report an act involving child abuse/neglect, elder abuse/neglect, domestic violence, discrimination, harassment, retaliation, or sexual harassment."

IV.E. Duty to Report

- IV.E.1. When an employee discloses to a PSA, they committed an act that mandates a report be made, the PSA must report the violation to the employee's respective Commander/Bureau Chief/Lab Director. In addition, the PSA must notify their respective OWS Regional Coordinator and the OWS Supervisor, who will report the violation to the respective Command staff member.

- IV.E.2. When the employee discloses that they are suicidal, the PSA must follow the guidelines on the Suicide Evaluation, form ISP-8-30b.
- IV.F. Record Keeping
 - All PSAs and OWS Regional Coordinators must complete a Monthly Peer Support Activity Report.
 - IV.F.1. Only basic statistical information will be documented. No names or personally identifiable information will be recorded.
 - IV.F.2. PSAs will submit all monthly reports to the respective OWS Regional Coordinator and to the OWS Administrative Coordinator by the seventh day of the following month.
 - IV.F.3. PSAs will submit monthly reports even if there is no activity to report.
- IV.G. PSA Pin
 - IV.G.1. The PSA pin is one way the Peer Support Program is advertised and marketed. The pin is circular in shape with "ISP Peer Support Advisor" around the outside. The center of the pin is white with the ISP logo engraved.
 - IV.G.2. PSAs will wear the pin at all times when at work or when involved in work-related business.
 - IV.G.3. Code personnel will wear the pin around the collar or chest area of their outer clothing, not to include winter coats or jackets designed for outside use only.
 - IV.G.4. Sworn personnel will follow the guidelines in ISP Directive EQP-007, "Uniforms."

| Indicates new or revised items.

-End of Directive-